



**BANK OF ZAMBIA**

**OFFICE OF THE DEPUTY GOVERNOR - ADMINISTRATION**

5 September, 2014

**CB Circular No: 23/2014**

**TO :** All Payment System Businesses including Electronic Money Issuers and Money Transfer Businesses

**TREATMENT OF UNCLAIMED FUNDS FOR PAYMENT SYSTEM BUSINESSES**

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The Bank of Zambia has noted the increase in the amount of unclaimed funds for Payment System Businesses such as Electronic Money Issuers and Money Transfer Businesses. The purpose of this circular is thus to give guidance on the treatment of unclaimed funds for Payment System Businesses.

The following shall be the procedures to be followed in treating abandoned or unclaimed funds:

- (1) Any e-money held by an e-money institution shall be presumed abandoned upon the expiration of one year if there has been no customer initiated transactions on the e-wallet and the person in whose name the e-money is held does not respond to a notice sent by the e-money institution;
- (2) An e-money institution holding e-money presumed abandoned shall relinquish the funds to the Bank within thirty days after the e-money is deemed abandoned;
- (3) An e-money institution holding abandoned e-money at the time of coming into effect of these directives shall immediately relinquish such funds to the Bank;
- (4) An e-money institution that relinquishes funds to the Bank under (2) and (3) above shall retain the records concerning the relinquished funds for 6 years;
- (5) A person whose e-money has been relinquished to the Bank in accordance with this circular may claim the funds from the Bank within a period of six years from the date of receipt of the funds by the Bank;
- (6) No action to recover, and no other action in respect of any funds presumed abandoned and paid in or relinquished in accordance with this circular may be brought against the paying e-money institution or against the Bank after the sixth year following payment or relinquishing to the Bank, but where the Bank considers it desirable, to avoid hardship or injustice, the Bank may make a payment to a claimant in respect of e-money presumed abandoned to that person.

Kindly be guided accordingly.



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